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**USAID**  
FROM THE AMERICAN PEOPLE



# Trust and Use of Clinics

## LISTEN!

- **Questions:**

- **WHAT** do you see in the picture?/Who can explain?
- **WHY** do you think it's happening?
- What do you **KNOW** about this?
- Has it **HAPPENED** to you or someone in the community?
- What have you **HEARD** about what you are seeing?

- **Remember:**

- Listen to the stories, fears and rumors about the community's experience.
- Listen **ONLY**. Do **NOT** clarify anything here.

## LEARN!

- **Question:**

- When do you visit the clinic?
- What are some safety measure seen at the clinic?
- Why should we trust the clinic?

- **MOH Message:**

- Visit the clinic if you are sick or need a check-up.
- Clinic is open now and working.
- We must wash our hands and take temperature at the clinic before entering.
- The clinic has trained health workers and medicine.

- **Rememer:**

- Don't talk plenty. Allow the people to talk more.
- Share information by asking questions.

## ACT!

- **Questions:**

- What will you do?
- How are you going to do it?
- Why will you do that?

- **Action:**

- Go to the clinic when I am sick or need a check-up.

- **Remember:**

- Ensure the community makes a decision to take action.
- Ask questions to make people make good decisions.